

# Smart Cities and Service Improvements Committee Introductions and Agenda June 6, 2019, 1:30pm

Dolan Beckel, Civic Innovation Director  
Rajani Nair, Smart City Manager

# AGENDA

- Smart City Roadmap Update
- Privacy Policy Update
- My San Jose Update
- Integrated Permitting System Update
- Facebook/YouTube Livestream Pilot Update

# (d) 1. Smart City Roadmap Update

Rajani Nair, Smart City Manager

THEMES ALPHABETIZED

# PRIORITIZED SMART CITY ROADMAP 2.0

## MARCH 2019

User-Friendly Government	Integrated Permitting System	Privacy Strategy	City Website	My San Jose	Digital Services Strategy	Data Strategy	Start Up in Residence (STiR) program	Master Address Database Integration		
Smart Mobility	Autonomous Vehicle – First and Last Mile	Transportation Events Tracking (E-tracker)	PRIORITIZED SMART CITY ROADMAP 2.0 MARCH 2019							
Smart Infrastructure	Small Cell permitting and deployment	Small Cell Permitting and Process Improvements	Facebook Terragraph Wi-Fi	IoT Reference Architecture						
Safe City	Safe City Strategy	FirstNet Evaluation and Migration	Silicon Valley Regional Communication System	Fire Station Alerting System	Fire Department Business Intelligence					
IT Roadmap	Cybersecurity Work Plan	IT Infrastructure Modernization	City Open Data Environment	Business Tax	Products Management-Projects Execution	Business Tax Amnesty Solution	Advanced Cybersecurity Products and Service RFP	Cybersecurity Policy	Community Engagement through Data	IT Staff Skill-Up and Engagement
Equity	Digital Inclusion Program Fund	Community Wi-Fi Strategy	Rent Registry (Apartment Rent Ordinance)	Access Eastside	Joint/School Issued Library Cards	Data Migration Tool	LEGEND – PROJECT STATUS			
Climate Smart	EV Strategy	Greenhouse Gas Emissions Report and Dashboard	Residential Housing Natural Gas Elimination Roadmap				<div></div> ON TRACK	<div></div> ISSUES WITH SCHEDULE, BUDGET OR SCOPE	<div></div> AT RISK, CORRECTIVE ACTIONS NEEDED	

HIGHEST

RELATIVE PRIORITY OF PROJECTS FROM HIGH TO LOW

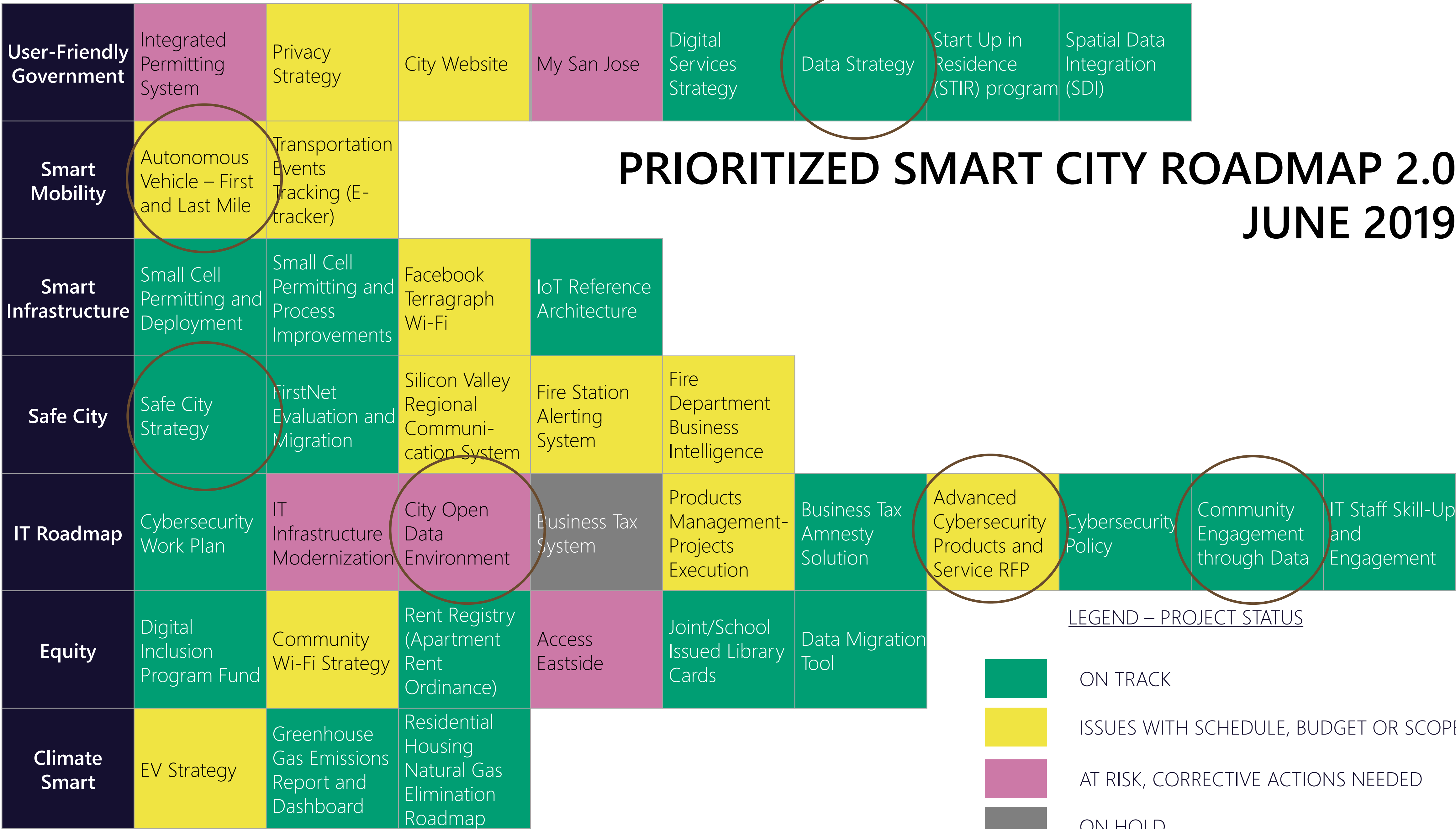
LOWEST

LEGEND – PROJECT STATUS

- ON TRACK
- ISSUES WITH SCHEDULE, BUDGET OR SCOPE
- AT RISK, CORRECTIVE ACTIONS NEEDED

# PRIORITIZED SMART CITY ROADMAP 2.0

## JUNE 2019



LEGEND – PROJECT STATUS

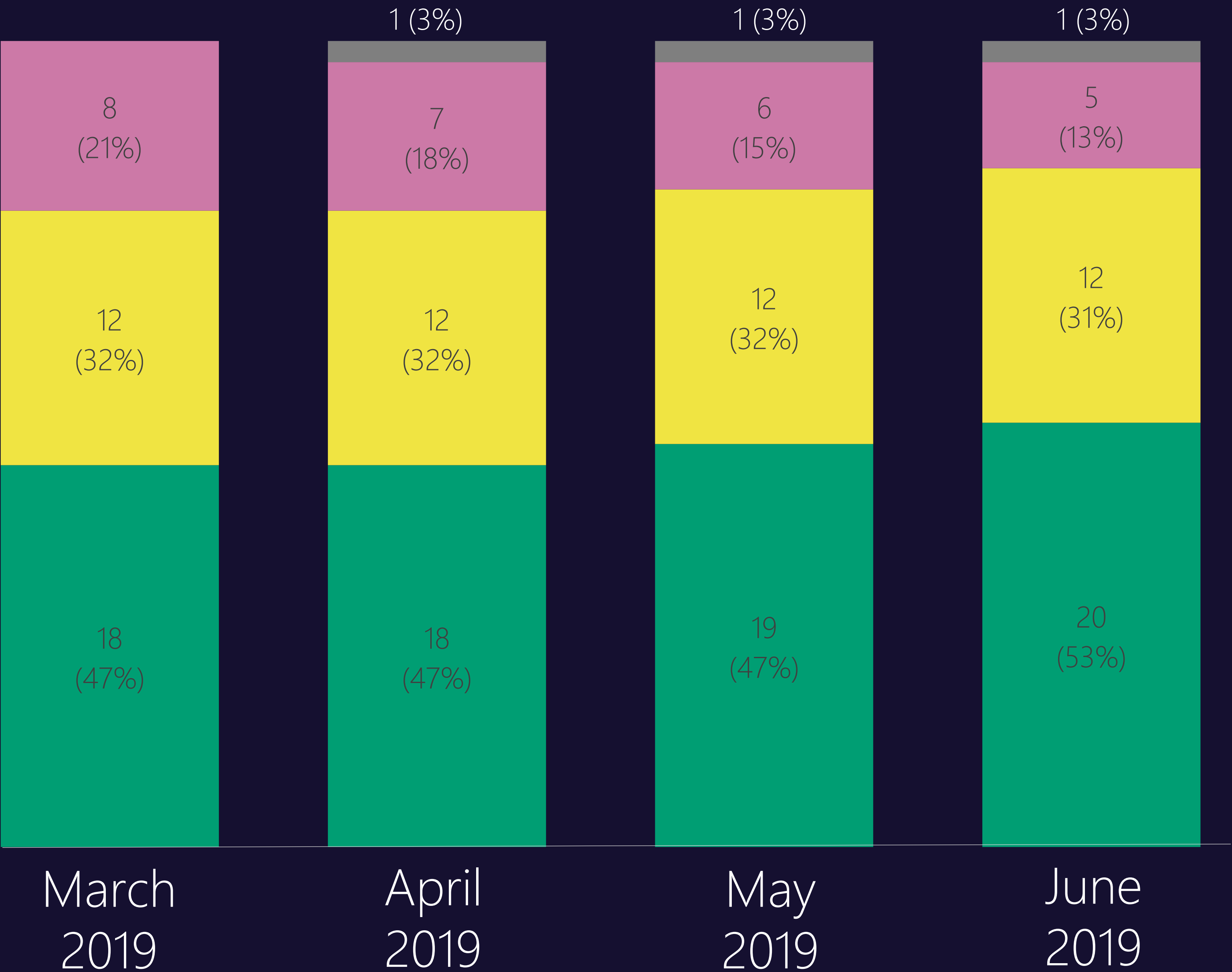
- ON TRACK
- ISSUES WITH SCHEDULE, BUDGET OR SCOPE
- AT RISK, CORRECTIVE ACTIONS NEEDED
- ON HOLD

HIGHEST  LOWEST

RELATIVE PRIORITY OF PROJECTS FROM HIGH TO LOW

# SMART CITY ROADMAP 2.0 STATUS

## JUNE 2019



OVERALL SUMMARY OF STATUS CHANGES

- ❑ Cybersecurity Policy – Red to Green
- ❑ Data Strategy – Red to Green
- ❑ Autonomous Vehicle – First and Last Mile – Green to Yellow
- ❑ Safe City Strategy – Yellow to Green
- ❑ City Open Data Environment – Green to Red
- ❑ Advanced Cybersecurity RFP – Red to Yellow
- ❑ Community Engagement through Data – Yellow to Green

LEGEND – PROJECT STATUS

- ON TRACK
- ISSUES WITH SCHEDULE, BUDGET OR SCOPE
- AT RISK, CORRECTIVE ACTIONS NEEDED
- ON HOLD



# SMART CITY ROADMAP 2.0 - RED STATUS DETAIL

## LEGEND

 Indicates changes from last SCSIC meeting

## Integrated Permitting System

Issues	Resolution Approach	Team & Council Action Items in June
<ul style="list-style-type: none"> <li>Delayed by over two years:                             <ul style="list-style-type: none"> <li>Lack of coordination across several siloed teams (internal and external) for implementation</li> <li>Lack of technology infrastructure readiness</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Re-prioritization and re-scoping of remaining contract targeted for April 2019 to Ad Hoc Committee</li> <li>Team reset, new project governance and new operating model implemented</li> </ul>	<ul style="list-style-type: none"> <li>Seek Council approval on June 25 for contract amendment to align scope and payment model to the reprioritization and governance</li> </ul> <p>Look ahead: Integrated Permitting System team will report to Smart Cities Service Improvement Committee in June 2019</p>

# SMART CITY ROADMAP 2.0 - RED STATUS DETAIL

LEGEND

 Indicates changes from last SCSIC meeting

My San Jose		
Issues	Resolution Approach	Team Actions Items in June
<ul style="list-style-type: none"> <li>■ Ramping up the My San Jose (MSJ) 2.0 effort required several months to establish governance, team structure, and shared vision</li> <li>■ Request for Proposal (RFP) is currently in procurement backlog</li> <li>■ Key personnel departed from the City</li> </ul>	<ul style="list-style-type: none"> <li>■ Focus immediate efforts on usability improvements in MSJ 1.X and back-end process improvements with service teams</li> <li>■ (SEE BELOW) Update schedule based on current outlook:                             <ul style="list-style-type: none"> <li>■ RFP release in Q2 2019</li> <li>■ RFP award in Q3/Q4 2019</li> <li>■ Target go-live for MSJ 2.0 in Q2 2020</li> </ul> </li> <li>■ Previous outlook is no longer valid due to existing procurement backlog and team pivot to City website launch</li> </ul>	<ul style="list-style-type: none"> <li>■ Currently interviewing potential candidates</li> </ul>
		Council Action Items
		NONE
		Look ahead: My San Jose team will report to Smart Cities and Service Improvements Committee in June 2019



# SMART CITY ROADMAP 2.0 - RED STATUS DETAIL

LEGEND

 Indicates changes from last SCSIC meeting

Information Technology Infrastructure Modernization		
Issues	Resolution Approach	Team action Items for June
<ul style="list-style-type: none"> <li>Original goal: Award and execution of contract by October 2018 and completion of implementation by June 2019</li> <li>Protest was received</li> <li>Awarded by City Council in late-December 2018</li> <li>Contract remains in-process with Purchasing (4-5 different agreements)</li> </ul>	<ul style="list-style-type: none"> <li>City is undertaking Procurement Readiness and Improvement Program to address throughput, prioritization, and people, process and technology improvements.</li> <li>Information Technology department staff will initiate work once contract is finalized. Preparation work identified is complete as of March 2019</li> </ul>	<ul style="list-style-type: none"> <li>Anticipate final draft of contract for vendor review in June 2019</li> </ul>
		Council Action Items
		NONE
		Look ahead: Report to Smart Cities and Service Improvements Committee TBD in FY 20-21

# SMART CITY ROADMAP 2.0 - RED STATUS DETAIL

LEGEND

 Indicates changes from last SCSIC meeting

## City Open Data Environment

Issues	Resolution Approach	Team action Items for June
<ul style="list-style-type: none"> <li>Original goal: Award and execute contract in December 2018; Data environment open for use and populated by core foundation sets by departments by May 31, 2019</li> <li>Awarded in January 2019; Dependent on issuance of contract for Information Technology (IT) Infrastructure Modernization</li> <li>Contract remains in-process</li> </ul>	<ul style="list-style-type: none"> <li>City is undertaking Procurement Readiness and Improvement Program to address throughput, prioritization, and people, process and technology improvements.</li> <li>IT staff will initiate security and containerization work once contract is final</li> </ul>	<div>Currently in contract negotiations with vendor to finalize contract</div>
		Council Action Items
		<ul style="list-style-type: none"> <li>NONE</li> </ul>
		<u>Look ahead:</u> Report to Smart Cities and Service Improvements Committee TBD in FY 20-21

# SMART CITY ROADMAP 2.0 - RED STATUS DETAIL

LEGEND

Indicates changes from last SCSIC meeting

Access Eastside		
Issues	Resolution Approach	Team action Items for June
<ul style="list-style-type: none"> <li>Eighteen months behind schedule for Wi-Fi activation for Overfelt and Yerba Buena high school attendance areas</li> <li>Estimated cost for installation has nearly doubled from the funding amount available from the East Side Union High School District (ESUHSD)</li> </ul>	<ul style="list-style-type: none"> <li>Technical assessment and educational performance evaluation underway</li> <li>Community Wi-Fi activated for James Lick attendance area in March 2019</li> <li>City and ESHUSD met on May 15, 2019 and agreed to proceed with next phase – Overfelt High School (funded by ESUHSD)</li> </ul>	<ul style="list-style-type: none"> <li>Finalize baseline uptime of Wi-Fi with Silicon Valley Talent Partnership (SVTP) and Paypal</li> <li>Develop workplan for Overfelt</li> </ul>
		Council Action Items
		<p>Anticipate seeking Council's approval to amend existing agreement with Smartwave in August 2019</p> <p><u>Look ahead:</u> Report to Smart Cities and Service Improvements Committee in October 2019</p>

# SMART CITY ROADMAP 2.0 - YELLOW STATUS DETAIL

LEGEND

Indicates changes from last SCSIC meeting

Advanced Cybersecurity RFP		
Issues	Resolution Approach	Team action Items for May
<ul style="list-style-type: none"> <li>■ Due to Procurement staffing challenges and complexity of the RFP, it took an additional 6 months to advertise (7 separate packages)</li> <li>■ Cybersecurity policy has undergone 20 cycles of review with City departments; Delayed by 7 months</li> <li>■ Hiring of qualified cybersecurity professional delayed some activities</li> </ul>	<ul style="list-style-type: none"> <li>■ Initiative with Finance and Civic Innovation to resolve the backlog of contracts and procurements in queue; Cybersecurity is prioritized as a top-3 item</li> <li>■ Cybersecurity Office pivoted to Perimeter Security and Disaster Recovery/Business Resumption efforts in interim</li> <li>■ Set approach to finalize Cybersecurity Policy between IT Department, Human Resources Department/Office of Employee Relations and City Auditor by March 2019</li> </ul>	<ul style="list-style-type: none"> <li>■ RFP: Support Purchasing Division in finalization of RFP for release in May (RFP issued on May 8, 2019)</li> </ul>
		<p>Look ahead: Report to Smart Cities and Service Improvements Committee in June 2020</p>



# SMART CITY ROADMAP 2.0 - GREEN STATUS DETAIL

LEGEND

Indicates changes from last SCSIC meeting

Data Strategy		
Issues	Resolution Approach	Team action Items for June
<ul style="list-style-type: none"> <li>Staff hiring behind schedule – two unsuccessful recruitments due to competitive market challenges</li> </ul>	<ul style="list-style-type: none"> <li>On-boarding Chief Data Officer Fuse Fellow in May 2019</li> </ul>	<ul style="list-style-type: none"> <li>Currently in discovery phase with focus on Bloomberg Certification</li> </ul>
		Council Action Items
		NONE
		<u>Look ahead:</u> Report to Smart Cities and Service Improvements Committee April 2020



# INITIATING HIGH PRIORITY PROJECTS

User-Friendly Government	Development Services Transformation							
Smart Mobility	Autonomous Vehicle – Network Safety	Emerging Mobility Strategy	Scooters Sidewalk Safety	Verizon Traffic Data Services Pilot	Access and Mobility Plan -			
Smart Infrastructure	Vehicle Fleet Telematics – Verizon Connect	AT&T Community Wi-Fi at Community Centers/Parks	Macro Site Deployment	Building Energy Usage Monitoring	Irrigation Sensor Connectivity - CalSense	LED Smart Controllers		
Safe City	Smart Digital Infrastructure Nodes – AT&T pilot	Fusion/Data Collection Center	Dual Network Connectivity of Fire Apparatus (Coverage)	Verizon Intersection Safety Analytics	Police Department Business Intelligence	Text to 911 (sub project to Next Gen 911)	EOC Damage Assessment GIS tools and capabilities	One Concern
IT Roadmap								
Equity	DAHLIA Affordable Housing Portal	AT&T Tech for Good Pilot	Verizon STEM					
Climate Smart	Climate Smart Engagement	Climate Smart Dashboard						

Requirements for Executing High Priority Projects:

- ✓ Approved budget
- ✓ Dedicated team of staff
- ✓ Signed contract

Moving to Active on Roadmap next committee meeting

User-Friendly Government	Cloud Based Event Planning Tracking System	FB Live/Box or You Tube	STIR Street Banner Online Reservation & Asset Management Platform
Smart Mobility			
Smart Infrastructure	STIR Compliance Management Tool		
Safe City	STIR Disaster Response Platform		
IT Roadmap			
Equity	STIR Affordable Housing Compliance System	2020 Census Technology Conversation	Community WiFi Performance Assessment
Climate Smart			

# SMALL WONDERS JUNE 2019

LEGEND – PROJECT STATUS

- ON TRACK
- ISSUES WITH SCHEDULE, BUDGET OR SCOPE
- AT RISK, CORRECTIVE ACTIONS NEEDED

Lessons Learned:  
  
Piloted STIR program

# Path forward - incorporate and prioritize community-centered Small Wonders challenges

## Today

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Current Small Wonders project list is:

- Focusing mainly on internal operation efficiency
- Vendor-driven pitches skewed to IoT projects are not small



## Goal

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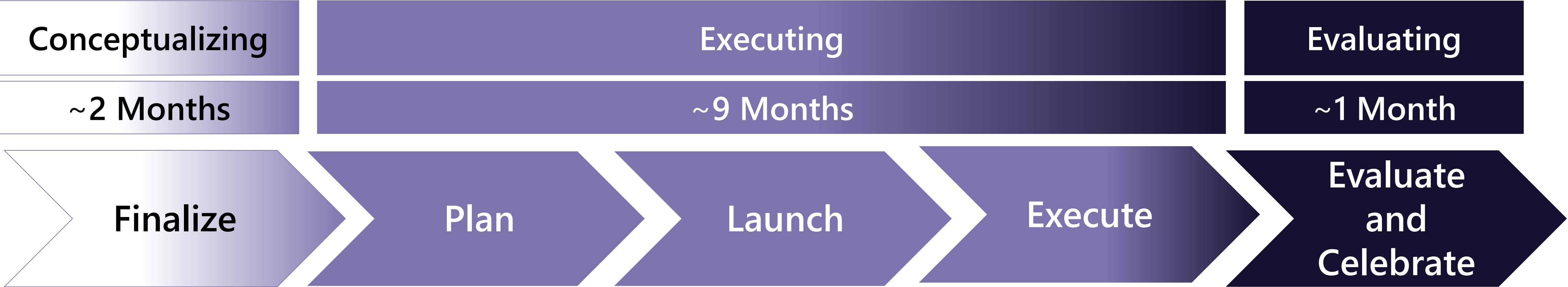
What we should aim for is:

- Focusing on residents/community benefits (more effective and new services)
- A balanced and structured way to solicit solutions from companies with limited numbers of priorities
- Visibility and communication of the city's innovation priorities

# Community Benefit Small Wonders Challenges

User-Friendly Government	<input type="checkbox"/> What are some technology solutions to improve voting rate and census efficiency?
	<input type="checkbox"/> What are the language-friendly text-based message tools to send emergency alert, community meeting invite, food stamp reminder etc. to low income group?
	<input type="checkbox"/> How to use chatbots to increase civic engagement and transparency?
Smart Mobility	<input type="checkbox"/> How can delivery robots deliver food and products to the vulnerable groups and deliver from local SMEs at a reasonable price?
	<input type="checkbox"/> What are the drones solution for crash reconstruction, disaster monitoring & response?
Smart Infrastructure	<input type="checkbox"/> What IoT devices can make parks safer?
	<input type="checkbox"/> How can IoT devices make traffic management more efficient?
Safe City	<input type="checkbox"/> How can the city monitor and enforce e-scooter speed to ensure sidewalk safety?
	<input type="checkbox"/> How to crowd source crime and safety events in neighborhoods?
Equity	<input type="checkbox"/> What is a mobile application/mobile-friendly website application that helps homeless individuals locate and apply to affordable housing and other social services?
	<input type="checkbox"/> How to design a employee (homeless) – employer matching program?
	<input type="checkbox"/> What is an application that builds empathy b/w non-homeless and homeless individuals?
Climate Smart	<input type="checkbox"/> How to turn hard-to-recycle plastics into renewable chemicals?
	<input type="checkbox"/> How to provide real-time energy consumption data to residents?

# Small Wonders Challenges - Implementation Plan



- |  |   |   |  |   |
|--|---|---|--|---|
| <ul style="list-style-type: none"><li><input type="checkbox"/> Hire Small Wonders Pipeline Manager</li><li><input type="checkbox"/> Select 3-5 challenges in collaboration with departments</li><li><input type="checkbox"/> Define value proposition for City and vendor for scaling</li><li><input type="checkbox"/> Define funding strategy</li><li><input type="checkbox"/> Finalize draft Innovators Academy workplan</li><li><input type="checkbox"/> Update Committee</li></ul> | <ul style="list-style-type: none"><li><input type="checkbox"/> Finalize sourcing strategies<ul style="list-style-type: none"><li><input type="checkbox"/> Utilize STIR process or similar</li><li><input type="checkbox"/> RFP issued upfront; others as appropriate</li></ul></li><li><input type="checkbox"/> Finalize scope of work for challenges</li><li><input type="checkbox"/> Enter contract with STIR or similar</li><li><input type="checkbox"/> Finalize Communications and Media Plan</li><li><input type="checkbox"/> Finalize Innovators Academy workplan</li><li><input type="checkbox"/> Finalize staffing</li><li><input type="checkbox"/> Finalize RFP</li></ul> | <ul style="list-style-type: none"><li><input type="checkbox"/> Launch Communications and Media Plan (City Website, Press Release, STIR, etc.)</li><li><input type="checkbox"/> Issue RFP and advertise</li><li><input type="checkbox"/> Evaluate and select leading proposal</li><li><input type="checkbox"/> Negotiate contract</li><li><input type="checkbox"/> Finalize project charter with project team and vendor</li></ul> | <ul style="list-style-type: none"><li><input type="checkbox"/> Develop minimum viable product (MVP) solution</li><li><input type="checkbox"/> Evaluate MVP</li><li><input type="checkbox"/> Enter into contract for scale (if MVP deemed successful)</li></ul> | <ul style="list-style-type: none"><li><input type="checkbox"/> Update Committee</li><li><input type="checkbox"/> Celebrate success</li><li><input type="checkbox"/> Communicate success</li><li><input type="checkbox"/> Seek award opportunities</li></ul> |
|--|---|---|--|---|



Questions?

# (d) 1. Smart City Roadmap Update

Rajani Nair, Smart City Manager